Automated Seeker Notification
Toolbox 2.0 Desk Aid

The automatic notification system in Toolbox 2.0 differs in several respects from that of the current system.

Only DWD managed orders will be used to generate staff initiated notifications.
Email will be used as the primary notification method, with telephone (PNS) used only for those seekers without an email address on their records.
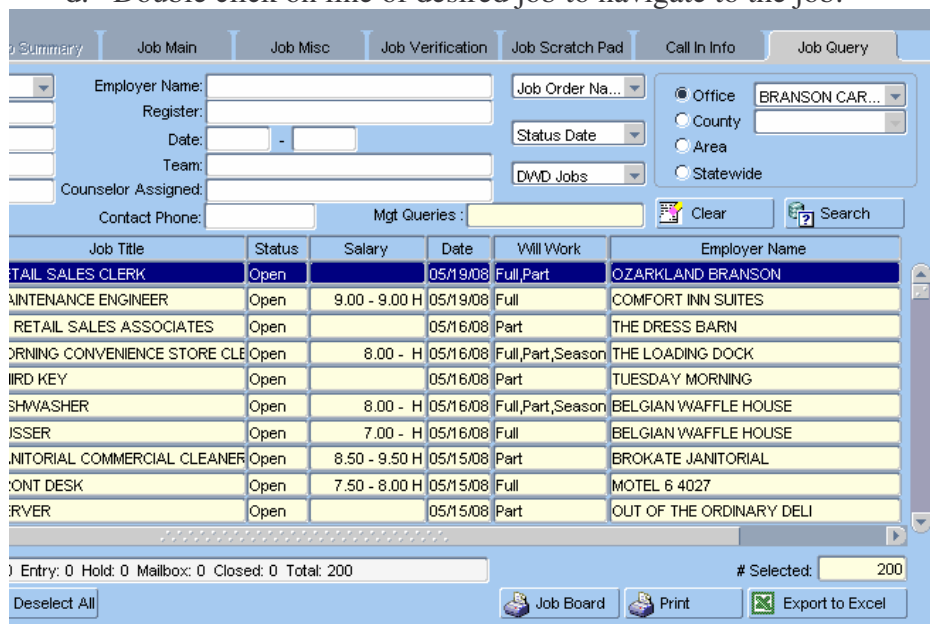The "Autocoder" system will continue to be used, generating matches and notifications for new UI claimants.
The automated email notification system, which notifies seekers of new orders matching their desired positions will ***not*** be available at rollout.

Generating a Seeker Notification

Step-by-Step:

1. Locate Job Order

    a. Click on Job Order Icon ☎
    b. Click on the "Job Query" tab.
    c. Set Search Parameters, remembering that only DWD Jobs may be used for an automated callin.
    d. Double click on line of desired job to navigate to the job.

Figure # 1: Job Order Module
Job Verification Tab

2. Click "Job Verification" to see previous referrals.

Figure # 2: Job Order Module
Job Verification Tab

Step-by-Step:
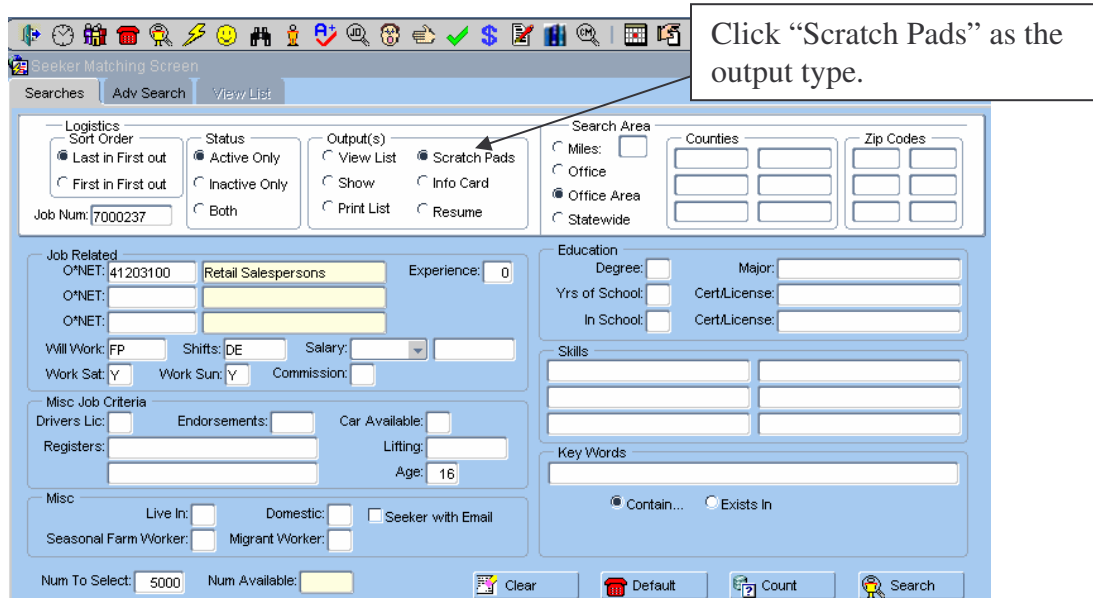
3. Click "Job Scratch Pad" to view previous call-ins. (In this case none are pending or completed.)

Figure #4: Job Order Module
Job Scratch Pad

Step-by-Step:

4. Click "Seeker Matching" icon to perform match.
5. Set desired search area.
6. *Optional* – click "Count" button to determine number of matches.
7. Adjust search parameters if desired to result in appropriate number of matches.
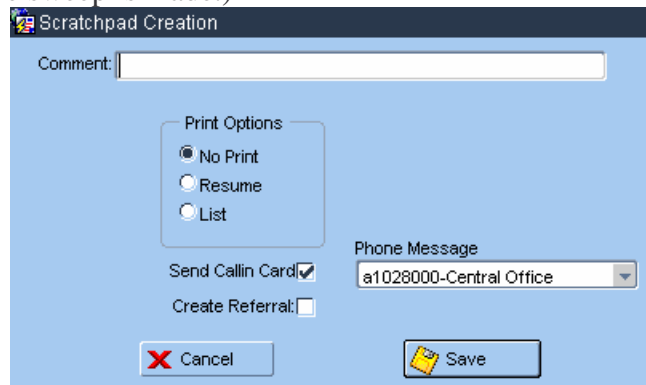8. Change "Output" to "Scratch Pads."
9. Click "Search."

Click "Scratch Pads" as the output type.

Step-by-Step:

10. Name the search if desired by entering a title in the "Comment" line.
11. Uncheck / Check "Send Call-in Card."
    a. ***If left checked, it will automatically set the system to call/email all matches. The system automatically sweeps for scratch pads every thirty minutes, so there may be little or no time to decide which seekers to notify.***
    b. If unchecked, it will allow the user to select those jobseekers to notify.
12. "No Print" : Selecting this will provide no listing.
13. "Resume" : This will provide a document with all of the seeker resumes. The document will display in a PDF file; it will not go directly to your printer, so it isn't necessary to print it. This could be useful to scroll through them when qualifying seekers to notify. Note that if your matching list is large, this document may take some time to load, but this document could be displayed alongside the "Scratchpad" listing, allowing qualification and selection of seekers.
14. "List" : This selection provides a listing of the seekers in the match. (This also displays in a PDF and does not go directly to the printer.)
15. "Create Referral" : Checking this box will cause a referral to be posted for each seeker on the list. This will seldom be utilized.
16. If the office has more than one message attached to it, select the desired message from the "Phone Message" drop down. The basic, default, message is the one ending in zero. New messages can be added or old ones modified by contacting Central Office Staff through the dwdsupport email.
17. Click "Save."
18. If you are sure that you wish to send notifications to all matches, and you have clicked, "Send Call-in Card," the process is finished for this job order. The number to be sent minus any already notified will be the number appearing in the "Num Available" box.
19. If you "Unchecked" the "Send Call-in Card" box, it will be necessary to identify and indicate those you wish to notify. (Or if you wish to check the notification. You can change any of the seekers status from "P" pending to "N" do not send until the sweep is made.)

Figure #5: Seeker Matching Screen
Scratchpad Creation Pop-up Screen

20. Navigate to the job order, by clicking the "Job Order" icon.
21. Click on the "Job Scratch Pad" tab.
22. Note that the "S" column is white and updateable.
23. Update all those that you wish to notify by placing a "P" in the S column.
24. That finishes the process. The calls will be picked up automatically in the next sweep.

Change N to P to initiate a notification for this job seeker.

Delete button can be used to delete one or the entire list if a mistake was made, but once the "P" turns to "Y," the notification has been sent.

Figure # 6: Job Order Screen
Job Scratch Pad Tab

Creating a Notification for an Individual Seeker

Step-by-Step:

1. Access either a seeker record or a job order.
2. Click on "Options."
3. Click on "Create Scratch Pad."
4. Either the job order number of SSN with be populated, depending upon the module you have active.
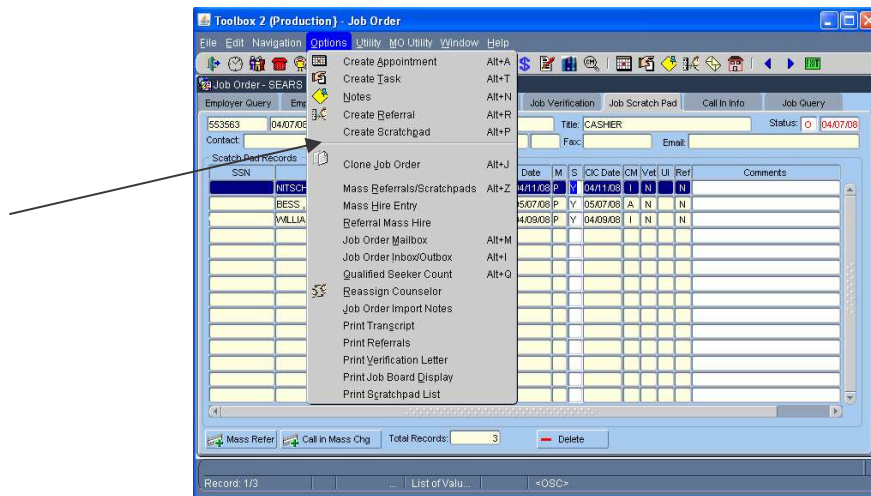5. Continue as above and save.

Figure # 7: Job Order Screen

Figure #8: Job Order Screen
Create Scratch Pad

Assisting the Seeker

1. Ask for the seeker's identity and locate and positively identify his/her account.	
2. Click on the "Scratch Pad" tab. 3. Double click on the job order (or one of them, if more than one are listed.). 4. Give the seeker the job order information.	
5. Click on the "Create Referral" icon.	

6. Uncheck the "Print Referral Letter" box.
7. Click "Save."